

Standard Questions for Applicants Seeking Local Exchange Service Authority

1. Is your company seeking any waivers or variances of certain Commission rules and regulations in this proceeding that pertain to local exchange service? Please provide evidence as to why your company is seeking any waiver or variance.

Yes. Applicant seeks waiver of 83 Ill. Admin. Code Part 250 to maintain its books and records outside of the State of Illinois.

2. Will your company comply with 83 Illinois Administrative Code Part 772, Pay-Per-Call Services, including Part 772.55(a)(1), Billing and Part 772.100(d) Notices?

Yes, however the Applicant has no plans to offer pay-per-call services billing at this time.

3. Will your company comply with 83 Illinois Administrative Code Part 705, Preservation of Records of Telephone Utilities?

Yes.

4. Will your company abide by 83 Illinois Administrative Code Part 735, "Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone Directories for Telephone Utilities in the State of Illinois"?

Yes.

5. Who will provide customer repair service for your company?

The Applicant will provide customer repair service. Where local loops are provided by another carrier, the Applicant will coordinate repair on behalf of the Customer.

6. How many people does the company employ?

The Applicant expects to employ two (2) people when operations start. Support services will be supplied by Global NAPs, Inc., which employs fifty (50) people.

7. Will your company meet the requirements as they pertain to the Telephone Assistance Programs imposed by Sections 13.301 and 13.301.1 of the Illinois Public Utilities Act and 83 Illinois Administrative Code Part 757?

Yes.

8. Will your company solicit, collect, and remit the voluntary contributions from its telephone subscribers to support the Telephone Assistance Programs?

Yes.

9. Does your company plan on filing to become an Eligible Telecommunications Carrier?

No.

10. Does the company realize that it will not be able to receive any of the federal reimbursements for the Lifeline and Link Up Programs if it is not an eligible carrier?

Yes.

11. Will your company offer all of the waivers associated with the Universal Telephone Service Assistance Programs (UTSAP)?

Yes, to the extent it offers qualifying services in the future.

12. Will your company abide by the regulations as prescribed in 83 Illinois Administrative Code Part 755, "Telecommunications Access for Persons with Disabilities," 83 Illinois Administrative Code Part 756 "Telecommunications Relay Service," and Sections 13-703 of the Illinois Public Utilities Act?

Yes, to the extent it offers switch voice services in the future.

13. Will the company's billing system be able to distinguish between resale and facilities based service for the collection of the ITAC line charge?

Yes.

14. Has your company signed and return the Universal Telephone Assistance Corporation ("UTAC") and the Illinois Telecommunications Access Corporation ("ITAC") to Commission staff?

Yes.

15. How does your company plan to solicit customers once it begins to provide local service?

The Applicant will use a variety of techniques to obtain customers. Primarily, customers will be approached using personal visits. No telemarketing is anticipated at this time. Other business customers will be reached using alternative contact methods, e.g., direct mailing or more wide ranging coverage in newspapers, magazines, etc. The precise plans have not yet been developed but entry into a highly competitive market will require a significant effort to acquire customers.

16. Has your company provided service under any other name?

No, however, its affiliated companies provide service under variations of the Global NAPs name, i.e. Global NAPs California, Inc.

17. Have any complaints or judgments been levied against the company? (Instate, out-of-state, or FCC).

No. No complaints or judgments have been levied against the company or any of its affiliates. The Applicant has not been involved in any formal proceedings nor have any judgments been levied against the company. However, several affiliates in other states have been involved in regulatory and judicial proceedings involving disputes with ILECs. None of these proceedings involve customer complaints issues. The Applicant nor any affiliate have had certification denied or revoked.

9-1-1 Questions for Applicants Seeking Local Exchange Service Authority

1. Will your company ensure that 911 traffic is handled in accordance with the 83 Illinois Administrative Code Part 725 and the Emergency Telephone System Act?

Yes, to the extent the Company offers switch voice services in the future. The Applicant plans only to offer data communications, enhanced service, and point to point services at this time.

2. Will your company contact and establish a working relationship with the 911 systems when you begin to provide local telephone service?

Yes.

3. Will your company coordinate with the incumbent LEC(s) and local 911 systems to provide transparent service for your local exchange customers?

Yes.

4. Who will be responsible for building and maintaining the 911 database for your local exchange customers?

To be Determined. Initially the Company proposes to only offer Data Services.

5. How often will your company update the 911 database with customer information?

To be Determined. Initially the Company proposes to only offer Data Services.

6. Will your company's billing system have the ability to distinguish between facilities based and resale for the collection of the 911 surcharge?

To be Determined. Initially the Company proposes to only offer Data Services.

7. Does your company have procedures for the transitioning of the 911 surcharge collection and disbursement to the local 911 system?

To be Determined. Initially the Company proposes to only offer Data Services.

8. Will your company's proposal require any network changes to any of the 911 systems?

No.

9. Will your company be able to meet the requirements specified under Part 725.500(o) and 725.620(b) for the installation of call boxes?

Not applicable. Specifically Sec. 725.500 requires call boxes for central offices that have the capability to stand alone and function when severed from the host central office. Since the Applicant's switch cannot interconnect to 911 systems except through connections to LEC hosts it cannot function when severed from the LEC interconnection as a voice grade switch. Furthermore, at this time, the Applicant does not plan to offer voice local dial tone services for which 911 is a component

10. Does your company plan to file for a waiver of Part 725.500(o) and 725.620(b) in the future?

Not applicable, see 9 above.

Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority

Not Applicable

1. Will customers have the ability to sign up with any long distance company they choose?
2. Will customers have the ability to use dial around long distance companies?
3. Does the applicant have interexchange authority in Illinois? If yes, please provide the docket number.
4. Will customers have access to the Illinois Relay Service?
5. Will customers be able to make 1-800 calls for free?
6. Will the Company offer operator services?
7. Please describe how applicant plans to collect the monthly fee to be paid in advance.
8. Will customers' monthly bills show a breakdown of services, features, surcharges, taxes, etc.?
9. Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee?
10. Will telephone service be in the Company's name or the customer's name. If in the Company's name how will information appear in data bases, such as 9-1-1, directory assistance, etc.?
11. Will applicant offer prepaid service as a monthly service or as a usage service?
12. Will applicant provide a warning when the remaining value of service is about to cease?
 1. Is the customer given more than one notice of the remaining value of service?
 2. How much advance notice is given to the customer of the remaining value of service?
 3. If the customer is in the middle of a call will they be disconnected when the remaining value of service has expired?
 4. Has the customer been made aware of potentially being disconnected during a call when the remaining value of service expires?
17. When does the timing of a call start?
18. If the person called does not answer, is any time deducted from the customer's account?
19. Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time?
20. When a customer runs out of time is their phone immediately disconnected or on suspension? (Will they still be able to receive calls?)
21. Are applicant's services available to TTY callers?

22. How will the applicant handle a complaint from a customer who disputes the amount of time used or remaining?
23. The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's untimed local calling area?

Financial Questions for Applicants Seeking Local Exchange Service Authority

1. (Answer if requesting waiver of Part 710) What circumstances warrant a departure from the prescribed Uniform System of Accounts ("USOA")?

The Applicant keeps its books and records on a nationwide basis according to GAAP (Generally Accepted Accounting Principles). The Applicant requests the waiver to avoid maintaining two sets of books. USOA was designed for an older form of rate base regulation that has little value in a telecommunications environment. Through GAAP accounting methodology, the Commission will be able to obtain any information necessary to evaluate the Applicant's performance without imposing any unnecessary account burden on the Applicant.

2. Will records be maintained in accordance with Generally Accepted Accounting Principles ("GAAP")?

Yes.

3. Will applicants accounting system provide an equivalent portrayal of operating results and financial condition as the USOA?

Yes.

4. Will applicants accounting procedures maintain or improve uniformity in substantive results as among similar telecommunications companies?

Yes.

5. Will applicant maintain its records in sufficient detail to facilitate the calculation of all applicable taxes?

Yes.

6. Does the accounting system currently in use by applicant provide sufficiently detailed data for the preparation of Illinois Gross Receipts Tax returns? What specific accounts or sub-accounts provide this data?

Yes.

7. If a waiver of Part 710 is granted, will applicant provide annual audited statements or all periods subsequent to granting of the waiver?

Applicant will provide annual audited statements when required or requested.

8. Does applicant agree that the requested waiver of Part 710 will not excuse it from compliance with future Commission rules or amendments to Part 710 otherwise applicable to the Company?

Yes.

9. Please attached a copy of applicant's chart of accounts.

Attached as Attachment V